

Daventry, Michael

From: Barrick, Lucy
Sent: 07 June 2011 15:38
To: [REDACTED]
Subject: RE: FOIA

Dear [REDACTED]

Following your FOI request which was received on 3 June 2011 please find the requested information below:

- *What performance measurements and diagnostic indicators we currently (June 2011) use to hold BTP to account*

The main performance measures are those associated with the annual national and local Policing Plan targets – see the current plans on our website <http://btpa.police.uk/publications/policing-plans>

Each of the Authority’s working Groups and Committees also receives a range of performance data depending on their remit – this includes an operational/organisational performance dashboard to our Performance Review Group and a new strategic performance dashboard to our full Authority. Our Finance Group also receives information about actual revenue and capital spends against forecast, use of overtime etc. Our Professional Standards Committee receives data about numbers of complaints, grievance and conduct matters arising and the timeliness of resolutions.

- *Whether we have any plans to change these? If so, when and how?*

The annual performance targets (Policing Plan) and the associated metrics are reviewed and updated on an annual basis.

The ongoing operational/organisational performance information received at each of the Authority’s Committees and Groups is also reviewed and updated as necessary and on at least an annual basis.

I hope that this information answers your request but should anything further be required please do not hesitate to contact me.

Yours sincerely

Lucy Barrick
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